



# City of Salisbury

## AGENDA

**REGULAR MEETING**

**November 7, 2024**

Government Office Building  
Route 50 & N. Division Street  
Council Chambers, Room 301, Third Floor

**6:00 P.M. -** Call to Order – Shawn Jester

Board Members: Shawn Jester, Sandeep Gopalan, Maurice Ngwaba, William Hill, and Miya Horsey.

**MINUTES** – October 3, 2024.

**ZONING PUBLIC HEARINGS:** Case #202401104 – CONTINUED - Greenlake Adult Medical Daycare Services, LLC – Special Exception to Operate a Daycare Facility – 224 Phillip Morris Drive – Light Business and Institutional District.

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**\*\*PUBLIC INPUT** – Public comments as part of the public hearings for each case are welcome but are subject to a time allotment of two (2) minutes per person.

***The Board of Appeals reserves the right to convene in Closed Session as permitted under the Annotated Code of Maryland, General Provisions Article, Section 3-305(b).***



**MINUTES**

The Salisbury Board of Appeals met in regular session on October 3, 2024, in Room 301, Government Office Building at 6:00 p.m. with attendance as follows:

**BOARD MEMBERS:**

Shawn Jester, Chair  
Sandeep Gopalan, Vice Chair  
Edward Torbert  
William Hill  
Miya Horsey (VIA ZOOM/PHONE)  
Maurice Ngwaba

**CITY STAFF:**

Henry Eure, Senior Planner  
Beverly Tull, Recording Secretary  
Nick Voitiuc, Director  
Laura Ryan, City Solicitor

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Mr. Jester called the meeting to order at 6:00 p.m.

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**MINUTES:**

Upon a motion by Mr. Torbert, seconded by Mr. Hill, and duly carried, the Board **APPROVED** the minutes of the February 1, 2024 meeting as submitted.

Upon a motion by Mr. Hill, seconded by Ms. Horsey, and duly carried, the Board **APPROVED** the minutes of the May 2, 2024 meeting as submitted.

Upon a motion by Mr. Ngwaba., seconded by Mr. Hill, and duly carried, the Board **APPROVED** the minutes of the August 1, 2024 meeting as submitted.

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Mr. Eure administered the oath to anyone wishing to speak before the cases heard by the Salisbury Board of Appeals.



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**RE: Case #2024011054 – Lisa Dale – Special Exception to Operate a Restaurant – 620C W. Naylor Mill Road – Light Industrial District.**

Ms. Lisa Dale came forward. Mr. Eure presented the Staff Report and all accompanying documentation in to the record. Mr. Eure explained that the applicant proposes establishment of a restaurant (bakery with food service) on this property. Board approval of a Special Exception is requested.

Mr. Jester moved the staff report and accompanying documentations into the record.

Ms. Dale explained that her business offers allergy free options. There will be no gluten in the area where she prepares the food so there is no chance of contamination. She explained that her business has been open for three (3) weeks.

Mr. Torbert questioned what would be available besides baked goods. Ms. Dale responded that she would also offer salads and sandwiches. Mr. Eure added that Ms. Dale has received a Certificate of Occupancy for her business.

Mr. Ngwaba thanked Mr. Eure for the staff report. He questioned the square footage of the unit. Ms. Dale responded that her unit was 5400 sq. ft. Mr. Ngwaba stated that he was concerned about the ingress/egress to the building. Mr. Eure explained that the occupant load for the building is 49 people so the ingress/egress is sufficient and Ms. Dale has received her Certificate of Occupancy.

Mr. Jester questioned if the business would mainly be grab and go items. Ms. Dale responded in the affirmative.

Mr. Gopalan questioned Ms. Dale if she could forecast the number of customers she would have on a weekly basis. Ms. Dale responded that she can't give an estimate. Mr. Gopalan questioned what the projection number of customers would be. Ms. Dale responded that her busiest day is Saturday. An estimate for patrons on Thursday and Friday would be about 20 people a day. She added that she doesn't anticipate having many patrons using the seating area. Mr. Gopalan questioned the days and hours of operation. Ms. Dale responded that the hours of operation are 7am to 1pm Thursday and Friday and 8am until noon on Saturday. She added that she has another business but could expand her hours of operation if needed.

Mr. Jester questioned if the other businesses in the complex were open on the weekends. Ms. Dale responded in the negative.

Upon a motion by Mr. Gopalan, seconded by Mr. Ngwaba, and duly carried, the Board, **APPROVED** the requested Special Exception to operate a restaurant, as submitted.



The Board vote was as follows:

<b>Sandeep Gopalan</b>	<b>Aye</b>
<b>Ed Torbert</b>	<b>Aye</b>
<b>Maurice Ngwaba</b>	<b>Aye</b>
<b>William Hill</b>	<b>Aye</b>
<b>Shawn Jester</b>	<b>Aye</b>

\* \* \* \* \*

**RE: Case #202401104 – Greenlake Adult Medical Daycare Services, LLC – Special Exception to Operate at Daycare Facility – 224 Phillip Morris Drive – Light Business & Institutional District.**

Mrs. Ryan discussed the Board’s ability to continue or table the case due to lack of a representative at the meeting. The Board discussed their options and came to the consensus that they would prefer to have a representative to answer questions.

Upon a motion by Mr. Hill, seconded by Mr. Torbert, and duly carried, the Board **CONTINUED** the requested Special Exception for Greenlake Adult Medical Daycare Services, LLC for a Daycare Facility for the elderly and handicapped until the November 7, 2024 meeting to allow for a representative to be present for the hearing.

The Board vote was as follows:

<b>Sandeep Gopalan</b>	<b>Aye</b>
<b>Ed Torbert</b>	<b>Aye</b>
<b>Maurice Ngwaba</b>	<b>Aye</b>
<b>William Hill</b>	<b>Aye</b>
<b>Shawn Jester</b>	<b>Aye</b>



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**ADJOURNMENT**

With no further business, the meeting was adjourned at 6:30 p.m.

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This is a summary of the proceedings of this meeting. Detailed information is in the permanent files of each case as presented and filed in the City of Salisbury Department of Infrastructure and Development Department.

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Shawn Jester, Chair

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Nick Voitiuc, Secretary to the Board

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Beverly R. Tull, Recording Secretary



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**STAFF REPORT**

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**MEETING OF OCTOBER 3, 2024**

**Case No.** 202401104  
**Applicant:** Greenlake Adult Medical Daycare Services, LLC  
**Property Owner:** 224, LLC  
**Location:** 224 Phillip Morris Drive  
**Tax Map:** #0121, Grid #0024, Parcel #2578, Lot #U2  
**Zoning:** Light Business & Institutional District  
**Request:** Special Exception – Daycare Facility for Elderly and Handicapped

**I. SUMMARY OF REQUEST:**

The applicant proposes establishment of an adult daycare service for up to 30 clients. Board approval of a Special Exception for the adult daycare facility is requested.

**II. ACCESS TO THE SITE AREA:**

The site has frontage and access on the both Phillip Morris Drive and Dallas Drive. **(Attachment 1)**

**III. DESCRIPTION OF PROPERTY:**

This site is 8.11 acres in size and has been improved with two (2) buildings that have several condo units. A 5,434 sq. ft. unit will be occupied by the daycare. **(Attachment 1)**

**IV. DESCRIPTION OF SURROUNDING AREA/NEIGHBORHOOD:**

The surrounding area comprises mostly the same zoning district, but also includes the following City zoning districts: Planned Development District #1 (PDD#1), Regional Commercial, Residential R-10, and also some residential properties that are outside the City's jurisdiction.

There are a variety of uses in the neighborhood. To the immediate west is PDD #1, which has several lots that are currently unimproved. Further west, properties are again in the LBI district, and include with Emmanuel Church and LinkBank. The north is bordered by Island Club apartments, and is also in the LBI district. Immediately to the east, fronting



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along Phillip Morris Drive are a number of single family homes that fall under the County's jurisdiction. Also outside of City limits and across Phillip Morris Drive are some undeveloped properties as well as Christ United Methodist Church. Children's Medical Group and Chesapeake Health Pediatrics are also along Phillip Morris Dr., but are in the City's LBI District. The south side of Rt. 50 is also in the LBI district, and includes some unimproved farm fields, Woodbrooke Medical complex, and single family residential uses on Phillip Morris Drive.

## V. EVALUATION:

- (a) **Discussion:** The applicant proposes establishment of a daycare center for up to 30 clients, with at least six (6) staff members on campus during operating hours. **(Attachment #2)** The Code requires a special exception for daycare facilities for the elderly and handicapped in the Light Business & Institutional District.

Greenlake Adult Medical Daycare intends on utilizing approximately 5,400 sq. ft. of the existing multiple tenant office building for the daycare center. It will feature two (2) large multi-purpose rooms and game area for the clients, as well as a conference room, eating area, and offices for the employees. **(Attachment #3)**

The Zoning Code requires parking spaces for a daycare center to be provided at a rate of one (1) space per five (5) clients and one (1) space per employee. At full capacity, a total of 12 parking spaces will be required; adequate parking is provided on the campus.

- (b) **Impact:** Staff believes this use will have minimal impact on adjacent properties, but has the potential to offer a necessary service to nearby residents and employees who work close by.

- (c) **Relationship to Criteria:** In addition to the criteria discussed above pertaining to increased density, Section 17.232.020 of the Salisbury Municipal Code contains the criteria the Board should consider when approving special exceptions. Staff finds that this request complies with the Special Exception criteria as follows:

- [1] **The proposal will be consistent with the Metro Core Plan, the objectives of the Zoning Ordinance and any other applicable policy or plan adopted by the Planning Commission or City Council for development of the area affected.**

The site is located in the Light Business and Institutional zoning district, which allows daycare services for the elderly and handicapped by Special



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Exception. Many of the permitted uses in this district offer various types of services, such as the requested daycare. Providing a daycare service at the referenced address will serve as a convenient, readily accessible feature for employees and residents of the area.

- [2] The location, size, design and operating characteristics under the proposal will have minimal adverse impact on the livability, value or appropriate development of abutting properties and the surrounding area.**

The property was developed in 1980. There will be no expected exterior improvements or activities that will impact neighboring properties.

- [3] The design of the site and structures for the proposal will be as attractive as the nature of the use and its setting warrants.**

No exterior improvements are proposed. The existing mature plant growth creates an already attractive property.

- [4] The proposal will not be detrimental to or endanger the public health, security, general welfare or morals.**

Staff does not find that the proposed use will have a negative effect on any of these items.

- [5] The proposal will not impair an adequate supply of light or air to adjacent property or overcrowd the land or create any undue concentration of population or substantially increase the congestion of the streets or create hazardous traffic conditions or increase the danger of fire or otherwise endanger the public safety.**

The existing building is centrally located on the property and does not create shadows that impact neighboring properties. Adequate parking is already provided. The use of this site for a daycare center in a portion of the building should have minimal impacts on traffic conditions in the area.

- [6] The proposal will not adversely affect transportation or unduly burden water, sewer, school, park, stormwater management or other public facilities.**

The proposal should have minimal impacts on transportation, water, sewer, stormwater management or other public facilities. There should be no impacts on schools or parks.



- [7] **The proposal will preserve or protect environmental or historical assets of particular interest to the community.**

This property is not located within any environmentally sensitive areas such as the Paleochannel Overlay district. Additionally, a daycare service would not be expected to have any negative environmental impacts. No historical assets are known to exist on the site.

- [8] **The applicant has a bona fide intent and capability to develop and use the land as proposed and has no inappropriate purpose for submitting the proposal, such as to artificially alter property value for speculative purposes.**

The applicant has demonstrated their intent to proceed by submitting building plans and the attached business plan for the proposed tenant fit-out for the daycare service.

**VI. STAFF COMMENTS:**

Adult daycare is a service that is needed city-wide. This location will provide a daycare facility in close proximity to a number of dwellings, business, service and retail facilities to accommodate working families.

**VII. RECOMMENDATION:**

Based on the criteria for approval as discussed above in this staff report, Section V (c), the Planning Staff recommends **Approval** of the requested Special Exception for Greenlake Adult Medical Daycare Services, LLC for a Daycare Facility for the elderly and handicapped as submitted.





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# GREENLAKE ADULT MEDICAL DAYCARE SERVICES LLC

## BUSINESS PLAN

..... *experience a new level of care.*

## **Mission Statement**

Our mission is to help senior and disabled citizens maintain their choice to remain as independent and as healthy as possible in the most cost-effective and cost-efficient way. Our programs, activities, and services are designed to stimulate, educate, and create an environment where our participants socialize and exercise to improve or maintain their level of functioning.

## **Vision Statement**

Our vision at Greenlake AMDC is that we become the dominant leader in providing the best adult day health care services in the state of Maryland. Our excellent adult and elderly care services will become the standard level of care accepted at any adult day care center located in the state of Maryland.

## **OVERVIEW**

### **Comar 10.12.04.04a(1)(B)**

Identification of the individual or individuals or business entity that will own and operate the adult medical daycare program.

#### **The owner/operators are:**

- Annette Dhannie
- Fran and Michael Linder
- Dr Joel Pelissier
- Tammy and Patricia Flag-Amachree

### **Comar 10.12.04.09A.**

#### **Governing Body**

The governing body shall establish and maintain sound operating procedures including maintenance of an identifiable administrative unit headed by a director who is responsible for the overall conduct of all center activities; adoption of an annual budget and provision of staff capable of performing the centers programs. Greenlake Adult Medical Daycare will have a director in place. The Director will oversee the identifiable administration unit which will consist of the manager, director, activities director, registered nurse and Licensed practical nurse. The annual budget will be created by the Director of the Greenlake Adult Medical Daycare Center. This budget will include operating cost and financial maintenance to ensure the financial obligations are met for Greenlake Adult Medical Daycare.

## **Purpose of Program**

The primary purpose of Greenlake Adult Medical Daycare Care is to meet the needs of a growing population of the elderly and dependent adults who require daily healthcare monitoring but are not willing to relinquish their independence by leaving their homes and families to be institutionalized. Our adult day care services are designed to provide care for our participants while they continue to live at home with their families and maintain their independence.

Research has shown that participants of such programs as well as family members will benefit from the activities and social interaction Greenlake Adult Medical Daycare Care Services has to offer. Participants often sleep and eat better; their behavior becomes less of a problem and their communication and motor skills improve.

## **Program Goals:**

- ✓ Maintain or improve the functional level of participants.
- ✓ Provide respite for caregivers.
- ✓ Ensuring medical and personal care of participants through our services or referral.
- ✓ Provide growth and development of participants through their engagement in arts, crafts, music, games and by socializing with others.

## **Program Structure and Management**

The Program Director is responsible for the daily operations of all activities and programs.

Greenlake Adult Medical Daycare will be staffed with at least six staff persons on duty at all times when one or more participants are present. More staff persons may be required based on the census and also for field trips. Beyond this, one staff person is required for every seven participants. Staff persons must be CPR and First Aid certified.

## **Participants:**

The following people will benefit from participation in our Adult Day Care:

- ✓ Those who have recovered from strokes or brain injuries but continue to need an ongoing program of physical and occupational rehabilitation and mental exercise.
- ✓ Adults with cognitive impairments (dementia or Alzheimer's disease)
- ✓ People who are forced to stay at home but would benefit from social interactions.
- ✓ Families and caregivers of elderly and disabled who may need time off from constantly caring for their loved ones.

## **THE ADULT MEDICAL DAYCARE SERVICES**

### **Services**

Greenlake Adult Medical Daycare is dedicated to providing a variety of professional, supportive services in a comfortable environment. Our goal is to give a great day every day.

Greenlake Adult Medical Daycare Program provides the following services:

- 1) Breakfast, snack and lunch
- 2) Health monitoring and medication assistance
- 3) Goal-oriented individual care plans
- 4) Structured daily activities – individual and groups
- 5) Assistance with activities of daily living
- 6) Liaison with person physician

### **Activities**

Things to know about Greenlake Adult Medical Daycare Care Program:

- Choice of activities are based on the needs and interest of the participant.
- Both group and individual activities are provided as needed
- Participants are encouraged to contribute to the planning and implementation of program activities to the best of their ability.
- Program staff supervise all activities.
- Participants have the right to refuse to participate in any given activity.
- Greenlake Adult Medical Daycare will provide a mix of the following types of activities:
  - Social activities that provide opportunities for social interaction, friendship formation and caring relationships
  - Cultural activities that contribute to a sense of self-worth and connection to community or society
  - Educational activities that provide opportunities to learn new ideas and skills, to rekindle old skills and continue personal growth.
  - Therapeutic activities such as art, music and gardening that nurture the human spirit and allow for personal expressions of emotions and feelings.
  - Recreation activities that refresh the mind or body

## **Participant Rights**

### **Comar 10.12.04.13**

- a). The adult day care center shall provide care for participants in a manner and in an environment that maintains or enhances each participants dignity and respect.
- b). The center shall inform the participant, in a language that the participant understands, of his or her rights and all rules and regulations governing participant conduct and responsibilities while attending the program.
- c). A participant of a center has the right to:
  - (1) Be treated with consideration, respect, and full recognition of the participant's human dignity and individuality.
  - (2) Receive treatment, care, and services that are adequate, appropriate, and in compliance with relevant State, local, and federal laws and regulations.
  - (3) Privacy.
  - (4) Be free from mental, verbal, sexual, and physical abuse and neglect, involuntary seclusion, and exploitation.
  - (5) Be free from physical and chemical restraints except as permitted in Regulation .23 of this chapter.
  - (6) Confidentiality.
  - (7) Make suggestions, complaints, or present grievances on behalf of the participants or others, to the center director, government agencies, or other individuals without threat or fear of retaliation.
  - (8) Receive a prompt response, through an established complaint or grievance procedure, to any complaints, suggestions, or grievances the participant may have.
  - (9) Have access to the procedures for making complaints to the:
    - ▶ Local department of social services; and
    - ▶ Office of Health Care Quality of the Department;
    - ▶ Participate in care planning and medical treatment; and
    - ▶ Refuse treatment after the possible consequences of refusing treatment is fully explained.

## **ENROLLMENT**

### **Enrollment Process**

The uniqueness and strength of Greenlake Adult Medical Daycare lies in its goal of planning services designed to meet the needs of the individual and how well those identified needs can be met.

Our program's resources and responsibilities, and the identified needs of the community are the key factors in creating our eligibility criteria for the program. We allow for flexibility in our policies and consider opportunities for contractual agreements volunteers, consultants, etc.

Greenlake Adult Medical Daycare will not limit its services to on-site resources.

The applicant and/or family will be fully informed about the Adult Day Care Program's activities, objectives, expectations, limitations and cost. They will be given the opportunity to tour the facility and make inquiries.

The completion and/or submission of the following information and forms initiate the application process leading to admission into our center.

1. Application form
2. Medical Examination Form- TB clearance/Chest Xray
3. Photo consent Form
4. MOLST form/Advance Health Care Directive Form
5. Non-refundable \$25 registration fee

Following submission of the above, an appointment for an interview and further evaluation will be scheduled to include the adult day care program director, the applicant and family members or caregivers.

The personal interview is conducted to secure pertinent information on the applicant's overall behavior as well as to acquaint the applicant and family about Greenlake Adult Medical Daycare care program's program, policies and administration.

An applicant is then accepted into the Adult Medical Day Care Program if, in sole determination of the program director, acceptance into the program is appropriate for the applicant and Greenlake Adult Medical Daycare Adult Day Care Program.



## Eligibility Requirements:

- 55 years of age or older
- able to communicate needs.
- able to follow simple directions.
- free from communicable disease.
- not dangerous to self or others.
- cooperative with treatment goals and plans

All participants will be assessed for appropriateness prior to admission.

Greenlake Adult Medical Daycare participants must submit a completed history and physical examination report and TB clearance prior to admission.

Greenlake Adult Medical Daycare agrees to maintain participant's confidentiality and will ensure proper safeguarding of the information that a participant has disclosed in a relationship of trust and with the expectation that it will not be disclosed to others without permission, except in ways that are consistent with the original disclosure. Participant information will only be released by permission and in accordance with regulations.

Caregivers, family members and prospective participants are urged to visit and get a feel for the center and meet and speak with the daycare program director and staff in advance of application. Applications for admission to the day care, to be considered must be accompanied by a non-refundable registration fee.

Greenlake Adult Medical Daycare is unable to serve or accept into the program persons who are severely disabled or bed bound, those with infectious diseases, or sub-acute illness, those living with unmanageable psychiatric or behavioral conditions or disorders, or those with special monitoring equipment that require the constant attention of a licensed professional nurse.

All day care services will commence after application and registration are processed. Thereafter, schedules of service may be arranged according to the convenience of the participant and/or family caregiver. Changes in starting times will be made known to participants and their caregivers 48 hours in advance. The center cannot accept any non-registered "drop-in" participants.

## **Fees and Billing Policy**

The fee for a full six hours per day at Greenlake Adult Medical Daycare includes snacks, meals and most program supplies. There is an additional fee for any additional time spent at the daycare beyond six hours. The fee for transportation varies with the type of transportation used and the distance the participant's residence to the center.

Private pay participants agree to pay Greenlake Adult Medical Daycare every two weeks or for days attended, and for services provided. Fees for program attendance and transportation are invoiced on the 15<sup>th</sup> and 31<sup>st</sup> of each month.

## **OPERATION PROCEDURES**

### **Hours Of Operation**

Monday-Friday 7:00 am to 3:00pm (except holidays). Once enrolled, the participant will receive a program calendar. Greenlake Adult Medical Daycare is open all year-round but closes on holidays commonly observed by the local schools, with dates announced in advance.

### **Daily Census and Staffing Plan**

The projected daily census will be 30 participants. Daily staff will consist of at least 1 Licensed Practical Nurse, 4 CNAs and 2 Certified Medication Technicians. The Program Director, Registered Nurse (RN), and the Activities Director, will be available on a daily basis between 8am-2pm while the participants are present in the center. The staffing ratio during the operating hours will be no less than 1 staff to every 7 participants at all times.

### **Attendance**

Regularly scheduled attendance at Greenlake Adult Medical Daycare is expected. If a participant is unable to attend on one of their regular scheduled days due to an illness, emergency or an appointment, they are to notify Greenlake Adult Medical Daycare as early as possible.

### **Daily Schedule**

Below is an example of a typical day at Greenlake Adult Medical Daycare:

7:00am	Center opens/ Meet and Greet
8:00am	Breakfast/current events/music
9:15am	Exercise Therapy
9:45am	Activities: Games, Arts/Crafts (Individual and group)
10:45am	Morning snack
11:00am	Activities: Games/TV/Bingo & Card games
11:45am	Personal care
12:00pm	Lunch
1:00pm	Activities: Painting class/Music Trivia
1:45pm	Wind-down activities/prepare for departure

A Monthly calendar will be provided to participants and their caregivers.

### **Daily Sign-In Sheet**

All participants must be signed in and out of our program daily. A sign in sheet will be made available to vehicle drivers and to caregivers/POA when requested.

### **Participant Illness**

When a Greenlake Adult Medical Daycare participant has been diagnosed with a communicable illness, that participant will be restricted from the center. The participant/caregiver should notify Greenlake Adult Medical Daycare when they have been cleared by their physician. Greenlake Adult Medical Daycare will discuss and coordinate the return with the caregiver and the center's registered nurse. If the participant becomes ill during the day, Greenlake Adult Medical Daycare will contact the caregiver to arrange appropriate transportation home.

### **Absences**

Regular attendance on the agreed days is expected. In order for Greenlake Adult Medical Daycare to staff and maintain its high level of programming and participant care, we require 24-hour (written or verbal) notice of cancellation of scheduled services such as program attendance and transportation. The notice should describe the reason for the absence and the estimated duration. Examples of some situations that might impede attendance are communicable illness, hospitalization, family emergency or a physician's order. Services cancelled with less than a 24-hour notice will be billed to the participant at the regular rate unless the absence is due to sudden illness supported by a physician's statement. Absences of more than 30 days (one month) will result in automatic discharge.

### **Storage of Personal Belongings**

All personal items should be labelled with the participant's name. Greenlake Adult Medical Daycare staff will do their best to ensure the safety and protect each participant's personal belongings, but Greenlake Adult Medical Daycare will not accept the responsibility of lost or misplaced items.

### **Lost and Found Policy**

Greenlake Adult Medical Daycare is not responsible for participants personal belongings that are lost or misplaced while the participants are in transit or attendance at our program. Lost or misplaced items should be reported to Greenlake Adult Medical Daycare as soon as possible so an attempt can be made to locate them. Participants and caregivers are encouraged to mark all personal belongings such as hats, jackets, etc. with a permanent marker or name label before bringing them to Greenlake Adult Medical Daycare.

### **Non-discrimination policy**

Greenlake Adult Medical Daycare is committed to ensuring that no person is excluded from or denied the benefits of our services on the basis of race, color, or national origin, religious beliefs or gender in the administration of its admissions or operational policies, and any other programs.

### **Family Visits**

Family members are encouraged to participate in our program activities as much as they are able. They are welcome to come to Greenlake Adult Medical Daycare to visit without notice. However, if family members wish to speak to a particular staff person, an appointment would be scheduled in order to ensure the staff person is available and not too busy with program activities.

### **Grievance Policy**

If a participant/and or caregiver has any concerns or complaints about Greenlake Adult Medical Daycare policies and/or programs procedures, the overall operation of our program, or a staff member, the Center director and designated staff are available to processing the grievance. Greenlake Adult Medical Daycare will investigate all grievances promptly. Interviews will be conducted in confidence.

### **Incidents/Unusual occurrences**

Greenlake Adult Medical Daycare Values the safety, health and well-being of its participants. In accordance with state law, Greenlake Adult Medical Daycare is required to immediately report any incident that threatens the health or safety of any participant or staff member including: Communicable disease, food borne outbreak, poisoning, death, fire, use of restraints.

In the event that such an occurrence takes place the documentation should be made immediately through the use of our incident reports and placed in the participants' medical record or staff members personnel file. The following protocol shall be adhered to in reporting information to the respective authorities:

Contact the office of health care quality,

Local health officer

Participants POA/Caregiver and if applicable guardian

In the event of a case of abuse, neglect, self-neglect or exploitation of a participant, the staff member shall call the local police department and department of social services and the office of health care quality. If a participant becomes a danger to self or others, it is the responsibility of Greenlake Adult medical Daycare to immediately notify the participants licensed or certified professional health care provider and the participants family or caregiver.

### **Discontinuation Of Services:**

Greenlake Adult Medical Daycare recommends that prospective applicants plan to attend the program for at least a one-month trial period. This allows the participant time to adjust to Greenlake Adult Medical Daycare and make a more informal decision regarding their desire to continue. However, the applicant is not required to contract for any specified length of time. The participant may voluntarily discontinue service at any time after notifying Greenlake Adult Medical Daycare with a 10-day written notice of their desire to stop utilizing our services. Greenlake Adult Medical Daycare will arrange a discharge conference whenever possible, if desired. The participant will be discharged from Greenlake Adult Medical Daycare at the time their status changes and their needs can no longer or adequately be met. This may include no longer being medically stable and able to participate. In addition, discharge could also occur if the participant is continuously absent for an extended period of time not to exceed 30 days.

### **Communication Policy**

Greenlake Adult Medical Daycare can be reached at any time during normal business hours Monday through Friday from 8am to 3pm, After normal business hours, you may call and leave a message. Messages will be returned as soon as possible.

### **Termination Of Care**

Services will be discontinued to any participant who:

1. Has unpaid fees or balances that they or family are responsible for and for which arrangements for payment to Greenlake Adult Medical Daycare have not been made.
2. Does not make timely payments for services rendered by Greenlake Adult Medical Daycare
3. Is belligerent or uncooperative on a regular basis or displays unruly behavior.
4. Has a family member or caregiver who picks up participant and continually arrives after hours to pick up the participant.
5. Is experiencing significant health problems that the caregiver/POA is not addressing in a timely manner.
6. Does not consistently bring assistive safety devices.
7. Have excessive absences.
8. Does not give adequate notice when planning to not attend the day program.

## **Discharge Policy**

When Greenlake Adult Medical Daycare anticipates discharging a participant, the multidisciplinary team will provide the participant/POA with a 30-day written notice. When possible, the multidisciplinary team will conduct a discharge meeting to ensure that the participant is transitioning to a place where their needs can be met in the most appropriate environment. In addition, the team will formulate a discharge plan that will identify the necessary resources needed to effectively implement the plan.

## **Smoking Policy**

Comar 10.12.04.42

Smoking is not permitted in all indoor areas of Greenlake Adult Medical Daycare Center in accordance with COMAR 09.12.23. Participants, employees and visitors must comply with the facility's "Smoke Free Policy". Smoking is prohibited in all of the bathrooms, kitchen, day room, lounge area or in any hazardous location, room or compartment where flammable liquids combustible gases or oxygen are stored or used.

**"No Smoking" signs** are conspicuously posted in the following locations: Dining area, Lounge area, Kitchen, All common areas, All offices.

Smoking is permitted in exterior areas with the following provisions:

- The center shall designate smoking areas with ashtrays of noncombustible material and safe design.
- Participants shall be supervised at all times while smoking.
- Smoking is not allowed in any hazardous location where flammable liquids, combustible gases, or oxygen are stored.

## **Use of consultants**

All consultants contracted by Greenlake Adult Medical Daycare will adhere to the same mandatory new hire procedures as that of our full-time and part-time employees, Greenlake Adult Medical Daycare Adult Daycare will only utilize contracted consultants when our participants require a service that cannot be provided by a licensed certified staff member in the area in which the service is required.

All consultants of Greenlake Adult Medical Daycare AMDC Care will be required to sign a written agreement with the Program Director stating the services they are providing, whom they would be providing the services to, and the dates and times the services will be provided. A copy of the agreement for each participant and services provided will be placed in the participant file and kept on file in the Program Directors office.

Greenlake Adult Medical Daycare will utilize consultants/ or refer it participants to the following specialty areas:

- Medical
- Psychiatry
- Physiatrists
- Orthopedics
- Physical Therapy
- Occupational
- Speech and Language
- Registered Dietitian; or
- Other specialties according to the need of the participants.

All participants who require one or more of the above specialty services will be provided to them via consultation. Greenlake Adult Medical Daycare requires that service notes for any of our participants provided via consult are placed in the participants file within 24 hours after the service is provided.

#### **Quality Assurance Policy**

Greenlake Adult Medical Daycare Adult Day Care policy regarding (QA) consists of participants file review, monthly calls to participants/caregivers. In addition, Greenlake Adult Medical Daycare staff conduct weekly meetings in which participants and caregivers' issues and/concerns are discussed as a team. The discussion may include, but not limited to the results of a participant's file review, the result of our monthly calls or outcome of a follow up call, as well as the participants availability and compliancy.

In addition, Greenlake Adult Medical Daycare will send out surveys on a quarterly basis to the participants and caregivers' to ensure that our center is meeting the goals of providing the best quality of service available.



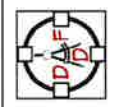


THIS SEAL IS VALID FOR THE STATE OF MARYLAND ONLY. IT IS NOT VALID FOR ANY OTHER STATE OR JURISDICTION. IT IS THE RESPONSIBILITY OF THE LICENSEE TO MAINTAIN THE SEAL IN GOOD STANDING AND TO REPORT ANY VIOLATIONS TO THE BOARD OF PROFESSIONAL ENGINEERS.

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**DENNIS FLETCHER DESIGN STUDIO LLC**  
 554 VAUGHN AVE  
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**TENANT FINISH FOR:**  
**GREENLAKE ADULT DAYCARE**  
 224 PHILIP MORRIS DRIVE  
 SALISBURY, MD 21804

DRAWN BY: TIMOTHY W. HILL  
 CHECKED BY: PRELIM  
 PRINTED ON: 10-03-2023  
 REVISION LIST

- 07-15-2024 RESTROOM REMAINS AS IS
- 08-05-2024 DRINKING FOUNTAIN ADDED

SHEET

### GENERAL NOTES

- A. CONSTRUCTION SAFETY IS NOT INCLUDED IN THESE DOCUMENTS. COMPLIANCE WITH STATE & FEDERAL REGULATIONS REGARDING SAFETY IS THE RESPONSIBILITY OF THE CONTRACTOR.
- B. THE INTENT OF THESE DRAWINGS IS TO DELINEATE CONSTRUCTION DETAILING AS REGULATED BY THE BUILDING CODE. CONSTRUCTION DETAILS NOT REGULATED BY THE CODE ARE NOT NECESSARILY INCLUDED IN THESE DRAWINGS. GENERAL CONTRACTOR SHALL BE RESPONSIBLE FOR COORDINATING ANY SUCH DETAILS.
- C. INFORMATION SHOWN ON THE SITE PLAN IS FURNISHED BY & RESPONSIBILITY OF THE BUILDING OWNER. SITE DESIGN IS THE SOLE RESPONSIBILITY OF THE OWNER.
- D. WORK SHALL BE DONE NEATLY & ONLY BY BUILDERS SKILLED IN THEIR PARTICULAR TRADE.
- E. ALL MATERIALS SHALL BE FREE OF DEFECT OR ERRORS WHICH WOULD RESULT IN POOR APPLICATION OR CAUSE DEFECTS IN WORKMANSHIP.

### CODE INFO

**MARYLAND BUILDING CODE 2021**

**PROJECT:** INTERIOR FINISH TO SUIT NEW TENANT; EXISTING BUILDING IS WOOD FRAME WITH BRICK VENEER THROUGHOUT & WOOD TRUSSES

**AREA OF WORK:** 5434 SF (THIS TENANT)

**USE GROUP:** I-4 ADULT DAYCARE; MIXED USE / SEPARATED

**HEIGHT:** 2-STORY; 36' EXISTING

**CONSTRUCTION TYPE:** 5B, EXTERIOR WALLS WOOD STUD / BRICK VENEER

**FIRE SUPPRESSION:** NO

**ALLOWABLE AREA (506.2):** 9,000 SF

**OCCUPANT LOAD:** SEE PLAN FOR COUNTS RELATED TO EGRESS DESIGN

**PLUMBING FIXTURES REQUIRED:** BASED ON ACTUAL NUMBER OF OCCUPANTS  
 ACTUAL NUMBER OF INDIVIDUALS - 23 MAX  
 ACTUAL STAFF PER SHIFT - 8  
 TOTAL MAX OCCUPANT LOAD  
 15 MEN, 15 WOMEN  
 1 PER 15 = 1 WATER CLOSET REQUIRED FOR EACH

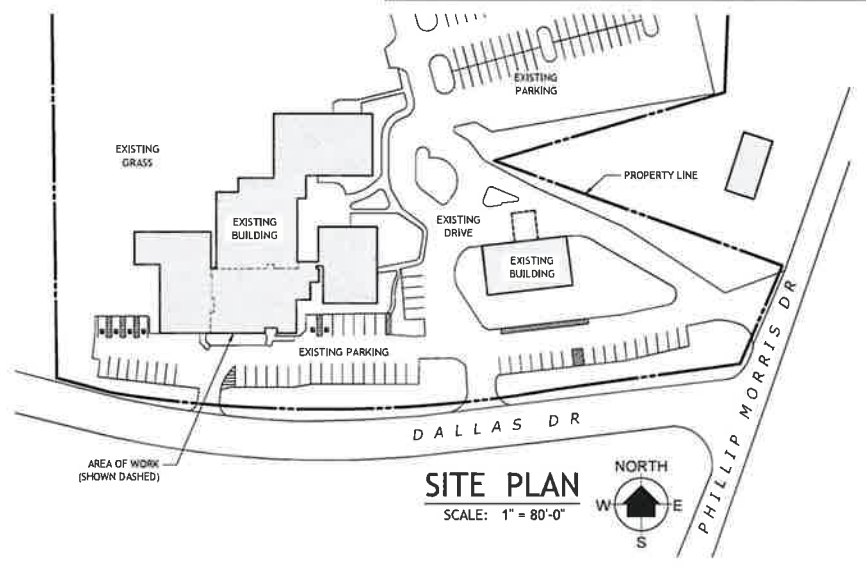
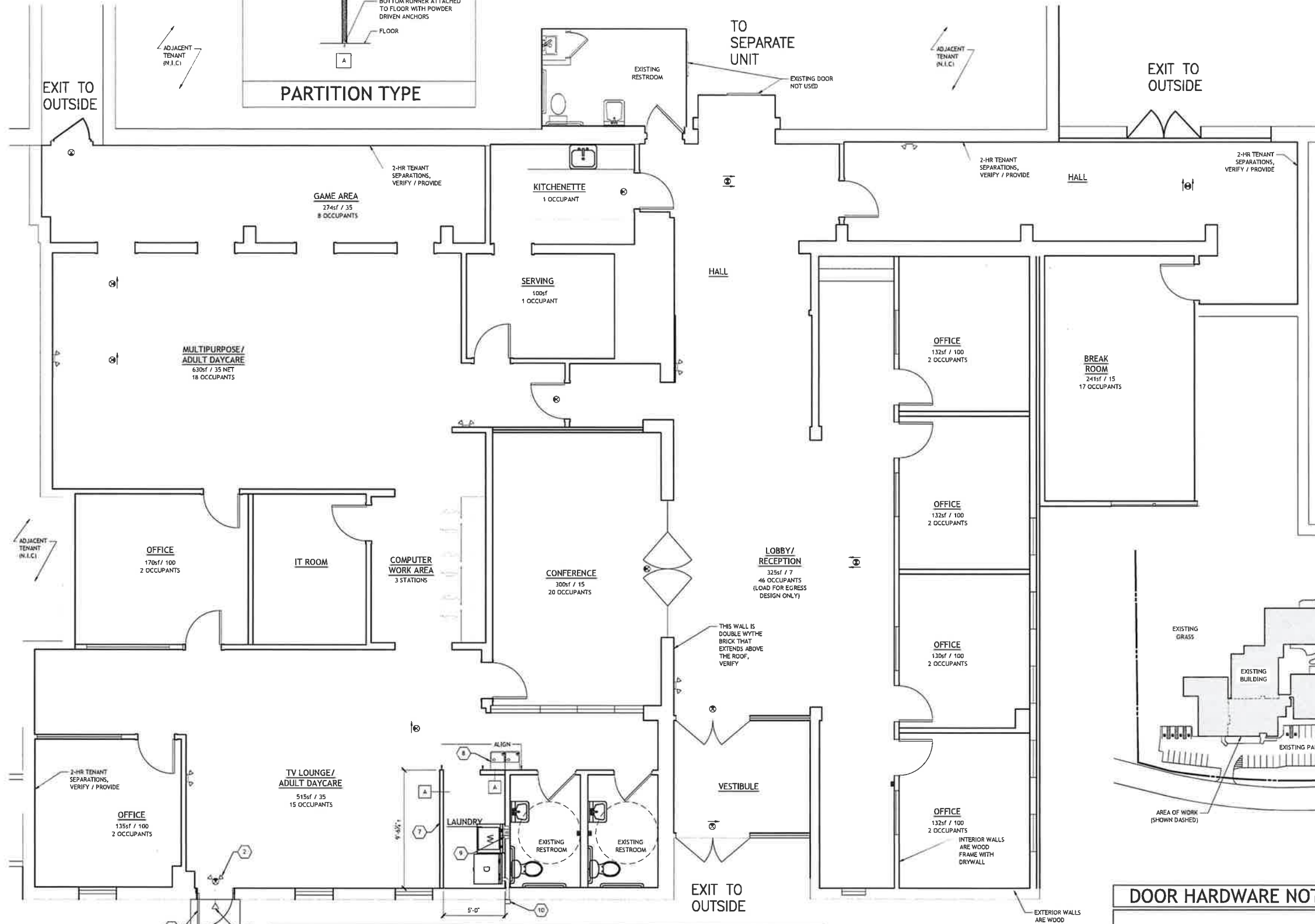
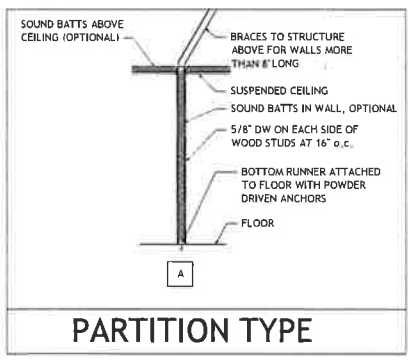
**PLUMBING FIXTURES PROVIDED:** THREE RESTROOMS TOTAL (TWO ACCESSIBLE EXIST)

**MATERIAL FIRE RATINGS:**

ACOUSTIC TILE: F5-25; SD-50  
 CARPET: F5-50; SD-10, FC-15  
 DRYWALL: F3-15; SD-0  
 TOP SET BASE: F5-LESS THAN 2  
 VINYL FLOOR TILE: F3-75; SD-450

**FLAME SPREAD REQUIREMENTS:**

FLOOR FINISH: CLASS II NFPA 253  
 WALLS & CEILING: CLASS II FLAME SPREAD INDEX 34 - 75  
 EXIT CORRIDORS: CLASS A FLAME SPREAD INDEX 0 - 25



### KEY NOTES

1. NEW DOOR AT REMOVED WINDOW IN EXTERIOR WALL, 3'-0" X 7'-0" ALUMINUM FULL GLASS WITH PUSH PULL HARDWARE, TURNABLE LOCK & PUSH PADBLE INSIDE SO THE DOOR IS ALWAYS OPERABLE IN THE PATH OF EGRESS; OWNER OPTION TO INSTALL ALARM THAT WILL SOUND WHEN DOOR IS OPENED.
2. NEW EXIT LIGHT PER LEGEND ON THIS SHEET.
3. NEW EXTERIOR LIGHT PER LEGEND ABOVE OR BESIDE DOOR.
4. NEW 48" X 48" X 5" THICK CONCRETE PAD AIR ENTRAINED FIBER MESH REINFORCED 3000PSI BROOM FINISH SLOPED 1/4" / 12" TO DRAIN.
5. NOT USED.
6. NOT USED.
7. NEW WALLS TO CREATE A LAUNDRY AREA WITH FIXTURES AS SHOWN.
8. NEW HILO DRINKING FOUNTAIN TIED TO EXISTING PLUMBING.
9. NEW WASHER BOX TIED TO EXISTING PLUMBING.
10. NEW DRYER VENT WITH WEATHERPROOF / RODENT-PROOF OUTLET TO EXTERIOR.

**FLOOR PLAN**  
 SCALE: 1/4" = 1'-0"  
 NORTH

### DOOR HARDWARE NOTE

HARDWARE FOR ALL EGRESS DOORS SHALL MAINTAIN THE DOORS READILY OPENABLE FROM THE SIDE FROM WHICH EGRESS IS TO BE MADE WITHOUT THE USE OF A KEY OR SPECIAL KNOWLEDGE OR EFFORT. DRAW BOLTS, HOOKS, AND OTHER SIMILAR DEVICES ARE PROHIBITED ON ALL EGRESS DOORS. THE USE OF MANUALLY OPERATED FLUSH BOLTS OR SURFACE BOLTS IS PROHIBITED FOR EGRESS DOORS. EACH LEAF OF EACH SWING DOOR SHALL HAVE 1-1/2 PAIRS OF HINGES UNLESS NOTED OTHERWISE.

### EXIT LIGHT LEGEND

- ILLUMINATED EXIT SIGN WITH EMERGENCY EGRESS LIGHTS AND BATTERY BACKUP, EXISTING LIGHTS MAY BE REUSED.
- EMERGENCY EGRESS LIGHTS, BATTERY BACKUP, EXISTING LIGHTS MAY BE REUSED.
- EXTERIOR LIGHT AT POINT OF EXIT DISCHARGE WIRED TO INTERIOR EXIT LIGHT WITH BATTERY BACKUP.